

FIG. 1

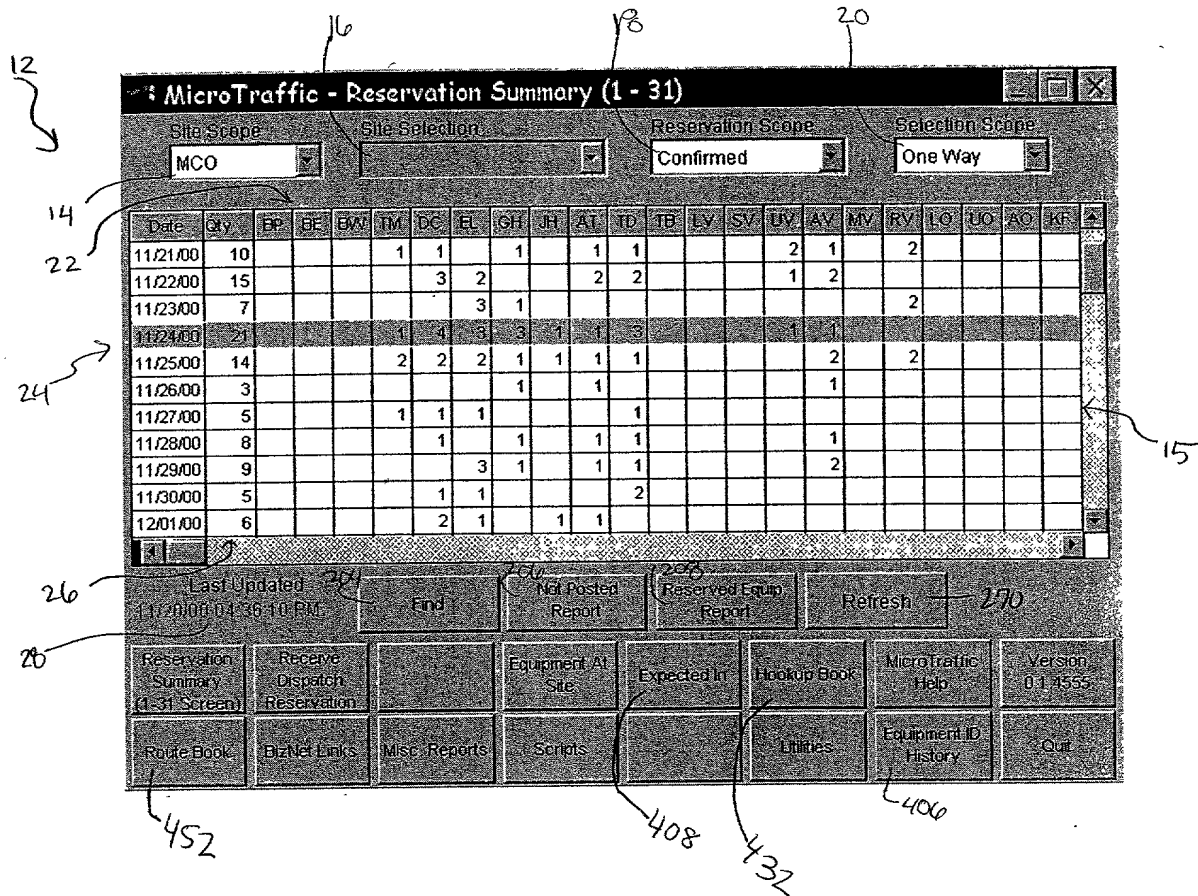


FIG. 2

30

34

38

40

42

44

46

48

32 (13) Reserved Equipment for 09/01/00

Post Date	Post Date	Res Num	Origin	Destination	Equipment	Cost	Status
11/11	11/11	11674	52394	WASHINGTON, DC	AV	No	512
...
...
...
...

52a

52b

54

56

58

60

62

68

66

50

Res Num 11674

Date Posted 11

Scheduling Notes

Customer STANLEY BLACK

Day Phone (919) 967-6059

Night Phone

Print

Covered & Scheduled

Past

Out

09026083 061101

FIG. 3

FIG. 3

GATES AUTO

Equipment at site 30349

Model	TOT	IMAY	ROT	CNTRL	RESERVED	DATE	TIME	LOCATION
BP	0	0	0	0				
BE	0	0	0	0				
BW	0	0	0	0				
TM	1	1	0	0				
DC	3	3	0	0				
Av	0	0	0	0	1			
GH	1	1	0	0				
JH	0	0	0	0				
AT	0	0	0	0				

Search For Equipment Availability

Location

To limit location selection list to sites that have a particular model, enter the model

Exclude Equipment Out On In-Town Rental

Include Rotation Equipment

Reservation Info

Equipment

Pick-up Location

Pick-up Date

Last Updated

Legend

Date

3 5

In-Town Reservations

One-Way Reservations

SET UP TRUCK

Done

09826083 061101

FIG. 4

110
112
116
114
115
117

Model: *AV* Location: *GATES AUTO 8/01/00* Date: *08/01/00*

ONE-WAY

Time 08:00
AM P.M.

Equipment 12 1 2 3 4 5 6 7 8 9 10 11 12 1 2 3 4 5 6 7 8 9 10 11 12

Rotation 5

One-way 42

353879 MCKIMMON

353984 SHREVE

7769097 LOVE

2026007 MONROE

7769097 LOVE PICK-UP: 12:00:00 AM DEST: 32919

20300720 BLANCHARD

7768506 HOWARD

7725125 RICHARDSON

118
120

Variable	Mean	Standard Deviation	Minimum	Maximum
Age	34.5	10.2	22	55
Gender	0.5	0.5	0	1
Marital Status	0.6	0.5	0	1
Education	12.5	1.5	10	15
Income	3500	1500	1000	7000
Health	0.8	0.2	0	1
Smoking	0.3	0.5	0	1
Alcohol	0.2	0.4	0	1
Exercise	0.4	0.5	0	1
Stress	0.6	0.5	0	1
Sleep	0.7	0.3	0	1
Diet	0.5	0.5	0	1
Work	0.8	0.2	0	1
Family	0.6	0.5	0	1
Friends	0.7	0.4	0	1
Hobbies	0.5	0.5	0	1
Travel	0.4	0.5	0	1
Shopping	0.6	0.5	0	1
Reading	0.3	0.5	0	1
TV	0.7	0.4	0	1
Music	0.5	0.5	0	1
Gardening	0.4	0.5	0	1
Cooking	0.6	0.5	0	1
Volunteering	0.3	0.5	0	1
Religion	0.5	0.5	0	1
Politics	0.4	0.5	0	1
Art	0.3	0.5	0	1
Sports	0.4	0.5	0	1
Technology	0.6	0.5	0	1
Environment	0.5	0.5	0	1
History	0.4	0.5	0	1
Science	0.5	0.5	0	1
Philosophy	0.3	0.5	0	1
Law	0.4	0.5	0	1
Medicine	0.5	0.5	0	1
Business	0.6	0.5	0	1
Education	0.7	0.4	0	1
Health	0.8	0.2	0	1
Finance	0.5	0.5	0	1
Real Estate	0.4	0.5	0	1
Automotive	0.3	0.5	0	1
Aerospace	0.2	0.4	0	1
Marine	0.1	0.3	0	1
Space	0.2	0.4	0	1
Energy	0.3	0.5	0	1
Environment	0.4	0.5	0	1
History	0.5	0.5	0	1
Science	0.6	0.5	0	1
Philosophy	0.7	0.4	0	1
Law	0.8	0.2	0	1
Medicine	0.9	0.1	0	1
Business	1.0	0.0	0	1
Education	1.1	0.1	0	2
Health	1.2	0.2	0	3
Finance	1.3	0.3	0	4
Real Estate	1.4	0.4	0	5
Automotive	1.5	0.5	0	6
Aerospace	1.6	0.6	0	7
Marine	1.7	0.7	0	8
Space	1.8	0.8	0	9
Energy	1.9	0.9	0	10
Environment	2.0	1.0	0	11
History	2.1	1.1	0	12
Science	2.2	1.2	0	13
Philosophy	2.3	1.3	0	14
Law	2.4	1.4	0	15
Medicine	2.5	1.5	0	16
Business	2.6	1.6	0	17
Education	2.7	1.7	0	18
Health	2.8	1.8	0	19
Finance	2.9	1.9	0	20
Real Estate	3.0	2.0	0	21
Automotive	3.1	2.1	0	22
Aerospace	3.2	2.2	0	23
Marine	3.3	2.3	0	24
Space	3.4	2.4	0	25
Energy	3.5	2.5	0	26
Environment	3.6	2.6	0	27
History	3.7	2.7	0	28
Science	3.8	2.8	0	29
Philosophy	3.9	2.9	0	30
Law	4.0	3.0	0	31
Medicine	4.1	3.1	0	32
Business	4.2	3.2	0	33
Education	4.3	3.3	0	34
Health	4.4	3.4	0	35

The screenshot shows the 'MicroTraffic - Receive/Dispatch/Reservations' window. Handwritten annotations include:

- 130**: Points to the window title bar.
- 132**: Points to the 'Customer Information' tab.
- 134**: Points to the 'Equipment' tab.
- 136**: Points to the 'Payments' tab.
- 138**: Points to the 'Notes' tab.
- 140**: Points to the 'Changes Made' tab.
- 142**: Points to the 'Res. Location' field.
- 144**: Points to the 'Pickup CTRDLR' field.
- 146**: Points to the 'Destination' field.
- 202**: Points to the 'Reverse' button.
- 196**: Points to the 'Dispatch' button.
- 198**: Points to the 'Receive' button.

The interface includes the following fields and controls:

- Trans. Type:** Dropdown menu set to 'Reservation'.
- Sub-Type:** Dropdown menu set to 'IN-TOWN'.
- Doc Number:** Text input field.
- Doc Status:** Dropdown menu with a checkmark icon.
- Last Name:** Text input field.
- First Name:** Text input field.
- Day Phone:** Text input field.
- Pickup/Dispatch/Receive Date and Time:** Date and time selection fields with AM/PM options.
- Address:** Text input field.
- Night Phone:** Text input field.
- Expected Date and Time:** Date and time selection fields with AM/PM options.
- City:** Text input field.
- State:** Text input field.
- Zip Code:** Text input field.
- Days Allowed:** Text input field.
- Miles Allowed:** Text input field.
- Res. Location:** Text input field with a note 'MCO Not in E'.
- Pickup CTRDLR:** Text input field with a note 'MCO'.
- Destination:** Text input field with a note 'MCO'.
- Buttons:** 'Reverse', 'Dispatch', 'Receive', 'Find', 'New', 'Save', 'Cancel', 'Print', and 'Quit'.

FIG. 6

FIG. 6

132 150 152 134 154 156 136 158 160 162 138 140

MicroTraffic - Receive/Dispatch/Reservations

Customer Information Equipment Payments Notes Changes Made

Status	Equipment ID	Rate	\$/Mile	Cov	Deposit	Qty	Miles In	Miles Out	PM Miles

Reservation Information Dispatch/Receive Information

Status Model Fleet Model Serial Letter

0000 0000 200

Add 164 Update 166

Rate	Per Mile	Coverage	Deposit	Qty	Miles In/Out	Last PM
0.00	0.00	0.00	0.00	0	0.0	0.0

Covered & Scheduled Qty

Print Save 176

CONF 168 TENT 170 CANC 172

FIG. 7

FIG. 7

132 134 136 138 140 142 144 146 148 150

MicroTraffic - Receive/Dispatch/Reservations

Customer Information Equipment Payments Notes Changes Made

Location	Date	Type	Account Number	Exp	Auth Num	Amount

Payment Type Check Card Number Expiration Auth Code Amount 0.00

Add Save Print Quit

Table 1. Demographic characteristics of the study population	
Age (years)	65.5 ± 10.5
Gender	
Male	50 (50%)
Female	50 (50%)
Education (years)	12.5 ± 2.5
Marital status	
Married	40 (40%)
Single	10 (10%)
Widowed	40 (40%)
Divorced	10 (10%)
Occupation	
Retired	40 (40%)
Unemployed	10 (10%)
Employed	40 (40%)
Income (USD/month)	1,200 ± 300
Health status	
Good	40 (40%)
Fair	10 (10%)
Poor	40 (40%)
Chronic diseases	
Hypertension	30 (30%)
Diabetes	20 (20%)
Heart disease	10 (10%)
Stroke	5 (5%)
Other	15 (15%)

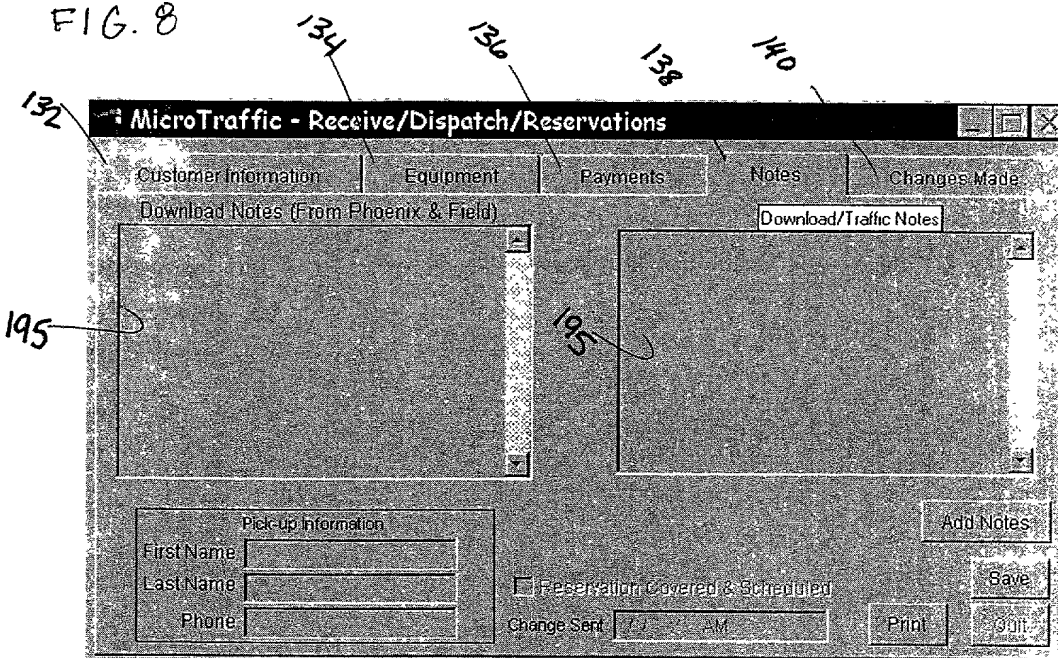


FIG. 9

210

214

232

Find Document

Step 1
Selection Criteria

218 ☐ Document Number

220 ☒ Customer Name

222 ☐ Phone Number

224 ☐ Pickup Location

226 ☐ Reservation Location

228 ☐ Reservation Date

230 ☐ Credit Card

Step 2
Selection Data

232

Step 3
Click "SEARCH" or "CANCEL"

216

Search

Cancel

FIG. 10

240

Print Posted/Not Posted

242

244

246

248

FIG. 11

250



Print Covered/Scheduled or Not Cover...

Enter start date for report

252

Enter end date for report

254

256 ☐ Preview

258

260

262

264

1. **NAME** _____
 2. **ADDRESS** _____
 3. **CITY** _____
 4. **STATE** _____
 5. **ZIP** _____
 6. **PHONE** _____
 7. **DATE** _____
 8. **SIGNATURE** _____
 9. **PRINT NAME** _____
 10. **PRINT ADDRESS** _____
 11. **PRINT CITY** _____
 12. **PRINT STATE** _____
 13. **PRINT ZIP** _____
 14. **PRINT PHONE** _____
 15. **PRINT DATE** _____
 16. **PRINT SIGNATURE** _____
 17. **PRINT NAME** _____
 18. **PRINT ADDRESS** _____
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 20. **PRINT STATE** _____
 21. **PRINT ZIP** _____
 22. **PRINT PHONE** _____
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 126. **PRINT PHONE** _____
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 132. **PRINT STATE** _____
 133. **PRINT ZIP** _____
 134. **PRINT PHONE** _____
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 165. **PRINT ZIP** _____
 166. **PRINT PHONE** _____
 167. **PRINT DATE** _____
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 174. **PRINT PHONE** _____
 175. **PRINT DATE** _____
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 189. **PRINT ZIP** _____
 190. **PRINT PHONE** _____
 191. **PRINT DATE** _____
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 193. **PRINT NAME** _____
 194. **PRINT ADDRESS** _____
 195. **PRINT CITY** _____
 196. **PRINT STATE** _____
 197. **PRINT ZIP** _____
 198. **PRINT PHONE** _____
 199. **PRINT DATE** _____
 200. **PRINT SIGNATURE** _____
 201. **PRINT NAME** _____
 202. **PRINT ADDRESS** _____
 203. **PRINT CITY** _____
 204. **PRINT STATE** _____
 205. **PRINT ZIP** _____
 206. **PRINT PHONE** _____
 207. **PRINT DATE** _____
 208. **PRINT SIGNATURE** _____
 209. **PRINT NAME** _____
 210. **PRINT ADDRESS** _____
 211. **PRINT CITY** _____
 212. **PRINT STATE** _____
 213. **PRINT ZIP** _____
 214. **PRINT PHONE** _____
 215. **PRINT DATE** _____
 216. **PRINT SIGNATURE** _____
 217. **PRINT NAME** _____
 218. **PRINT ADDRESS** _____
 219. **PRINT CITY** _____
 220. **PRINT STATE** _____

Fig. 13

350

352

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361

359

357

355

All DC's within MCO

Equipment ID	Make	Return Date/Time	Other	Rot.	Location	City
0000 DC 0392C	No	11/30/00 03:00:00	TF 32008		7045	ABERDEEN
0000 DC 7031A	No	11/29/00 12:15:00	FOR SALE		32078	ABERDEEN
0000 DC 5605J	No	12/01/00 02:00:00			28454	ANGIER
0000 DC 0982C	No				15431	APEX
0000 DC 2677C	No				55315	APEX
0000 DC 8840Y	No				48352	BURGAW
0000 DC 3832J	No				32465	CAMP LEJEU
0000 DC 4656E	No				32465	CAMP LEJEU
0000 DC 6075J	No				40292	CARY
0000 DC 8138B	No				40292	CARY
0000 DC 1412E	No				40292	CARY
					54360	CARY

Pending Transfers

Model	Origin	Pickup	Setup	Dest.	Notes
DC	TF 1693	1201/00	11/30/00	TT 3387	Tom set this up
EL	TF 3387	11/30/00	11/30/00	TT 1693	Tom set this up too
GH	TF 1693	11/30/00	11/30/00	TT 782055	Just another one

FIG. 14

380
↓

Transfer Information

382	Equipment ID	0000	Dispatching Location	384	11242
386	Status	NOT PICKED-UP	Set Up Date	388	08/29/2000
390	Pick Up Date	08/29/2000			
392	Destination Entity	782050			
394	Comments	talked to torn about reservation #####			

Save Delete Transfer Cancel

08/29/2000 08:10:10

FIG. 15

400

Equipment ID History

Fleet Model Serial Letter
0000 0000

402

404 ☒ Preview

Run Report Done

FIG. 16

410

MicroTraffic - Hookup Book

Towing Vehicle

☒ U-Haul Truck
or
412 ☐ Customer's Vehicle

414 Year 416 Make 420 Weight 422 Hitch Class

418 Model/Style

☐ Car Carrier ☐ Rental Hitch ☐ Perm Hitch ☐ Install Perm Hitch

Towed Vehicle

424 ☒ U-Haul Trailer
or
☐ Customer's Vehicle

Trailer/Hitch Class(s) 430 Hookup Status

Year Make

Model/Style Weight

Select Towing Device ☒ Auto Transport Class 3
☐ Tow Dolly Class 2, 3
☐ Tow Bar Class 2, 3

Read Footnotes

FIG. 15

FIG. 17

440

446

448

450

442

444

MicroTraffic - Route Book

Location

Equipment Type

☐ Truck

☐ Trailer

☐ Towing

☐ SRI

Eq Number (Optional)

Go

Print

Receiving	Dispatching

FIG. 18

460

462

464

466

468

470

472

473

5 Customers to Contact

Res Num	Customer	Day Phone	Night Phone	Equipment	Pick Date	Origin	De
9	7490217 BRITT TYLER	(919) 518-1514		TM	08/10/00	55194 AM	
9	30237004 SHAWN ARCHIBOE	(919) 515-4004	(919) 859-8156	MV	08/04/00	55766 J8	
2	6440 LESLIE ROBERT BERGLIN	(252) 972-2235		GH PO KO	08/05/00	1693 STI	
7	4084 BYRON TORKE	() -		GH	08/20/00	32298 MIE	
7	4092 DANIEL KLINE	() -		EL	08/03/00	32222 TRI	

474

This is _____ from U-Haul. I am calling to confirm the reservation of BRITT TYLER for the following U-Haul Equipment, 10 MOVING VAN for \$405.00 on August 10 from RALEIGH, NC to LAKEWOOD, CO. Someone from U-Haul will call you the day before your reservation to schedule pickup time and location. If your plans change, contact _____ at _____ Thanks for choosing U-Haul.

476

478

Results of your phone call: _____

Call history

Add Notes

Quit